

## DEPARTMENTAL BUDGET INFORMATION OMBUDSPERSON (53)

### MISSION

The mission of the Ombudsperson Office is to serve the people by investigating and seeking to resolve complaints against departments and agencies of City government.

### DESCRIPTION

The City of Detroit Office of the Ombudsperson was established by Charter referendum on November 6, 1973 and became operational in 1974.

The Detroit City Ombudsperson, an independent governmental official, is appointed by the Detroit City Council. Complaints regarding an act or omission of a city department are received by telephone, mail, or in person.

The office also receives many inquiries relative to the various city departments and other governmental agencies, and occasionally business entities. Periodic statistical reports are issued to the City Council and the Mayor. The Office also makes recommendations to remedy

systematic problems identified through its investigations.

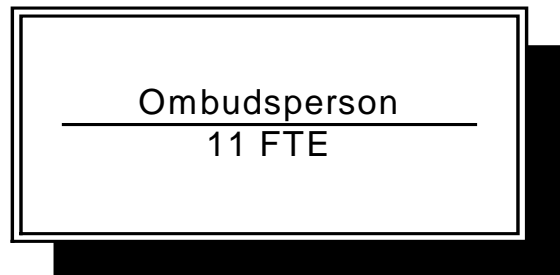
The Office has jurisdiction to investigate all city agencies except departments possessing subpoena power. The eleven (11) elected City officials are also excluded. In addition, the office does not handle issues pending legal considerations in the courts or under review by the City Council.

### MAJOR INITIATIVES

During fiscal year 2003-2004 the Office of the Ombudsperson will focus on reducing the length of time that it takes to resolve complaint investigations. A significant part of that initiative will be to reduce the “turn-around time” for complaints that have been forwarded to City departments for response.

### PLANNING FOR THE FUTURE

The Ombudsperson’s Office will continue to work closely with the Information Technology Services (I.T.S.) to insure that all system upgrades will continue to be made only after thorough cost-benefit research analysis has been performed.



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**PERFORMANCE GOALS, MEASURES AND TARGETS**

<b>Goals: Measures</b>	<b>2001-02 Actual</b>	<b>2002-03 Projection</b>	<b>2003-04 Target</b>
Receive, investigate and resolve citizens' complaints about City services: Citizen complaints and information requests received and resolved	31,000	31,000	31,000

**EXPENDITURES**

	2001-02 Actual Expense	2002-03 Redbook	2003-04 Mayor's Budget Rec	Variance	Variance Percent
Salary & Wages	\$ 720,920	\$ 781,102	\$ 872,381	\$ 91,279	12%
Employee Benefits	326,138	392,636	507,322	\$ 114,686	29%
Prof/Contractual	140,581	35,000	41,400	6,400	18%
Operating Supplies	10,553	7,923	7,923	-	0%
Operating Services	88,908	98,157	115,797	17,640	18%
Capital Equipment	2,984	500	1,961	1,461	292%
Other Expenses	10,693	5,175	504	(4,671)	-90%
<b>TOTAL</b>	<b>\$ 1,300,777</b>	<b>\$ 1,320,493</b>	<b>\$ 1,547,288</b>	<b>\$ 226,795</b>	<b>17%</b>
<b>POSITIONS</b>	<b>10</b>	<b>11</b>	<b>11</b>	<b>12</b>	<b>0%</b>